

TENNESSEE TECHNOLOGY CENTER AT PARIS

**BUSINESS SYSTEMS TECHNOLOGY  
COURSE DESCRIPTIONS**

2010-2011

- BSTT 1000-10 ORIENTATION AND SAFETY**  
INTRODUCES THE STUDENT TO THE PROGRAM'S POLICIES AND PROCEDURES, METHOD OF INSTRUCTION, EXPECTED PROFICIENCIES, AND PROGRAM OBJECTIVES. THE COURSE ALSO ADDRESSES SAFETY ON CAMPUS AND IN THE JOB FIELD.
- BSTT 1110-10 TECHNOLOGY FOUNDATIONS**  
REINFORCES STUDENT SKILLS IN BASIC READING, GRAMMAR, AND MATH. TEACHES DEVELOPMENTAL LEVEL GRAMMAR AND MATHEMATICS TO HELP THE STUDENT BE SUCCESSFUL IN THE REST OF THE PROGRAM.
- BSTT 1120-10 LEARNING STRATEGIES**  
THIS COURSE HELPS THE STUDENT IDENTIFY THEIR INDIVIDUAL LEARNING STYLE AND DEVELOP STUDY HABITS AND METHODS THAT ARE MOST EFFECTIVE FOR THEM.
- BSTT 1130-10 PROFESSIONAL DEVELOPMENT**  
INTRODUCES THE STUDENT TO THE INTERPERSONAL RELATIONSHIP OF PEOPLE, PROCEDURES AND TEAMWORK IN THE WORKPLACE. ALSO, GIVES AN UNDERSTANDING OF WORKPLACE ETIQUETTE AND PROFESSIONAL APPEARANCE.
- BSTT 1140-10 INTRODUCTION TO COMPUTERS**  
THIS COURSE INTRODUCES THE STUDENT TO THE COMPUTER SYSTEM, INCLUDING HARDWARE, OPERATING SYSTEMS, AND BASIC APPLICATION SOFTWARE. STUDENTS LEARN TO COMPLETE TASKS USING FILE MANAGEMENT, AS WELL AS INTRODUCTORY WORD PROCESSING, SPREADSHEET, DATABASE, PRESENTATION, INTERNET, AND E-MAIL SOFTWARE PROGRAMS.
- BSTT 1150-10 KEYBOARDING AND DOCUMENT PROCESSING**  
INTRODUCTORY COURSE FOR STUDENTS TO USE KEYBOARDING SKILLS IN WORD PROCESSING FOR TEXT INPUT, PERSONAL AND BUSINESS LETTERS, MEMORANDUMS AND REPORTS.
- BSTT 1160-10 BUSINESS MATH AND PERSONAL FINANCE**  
THIS COURSE EMPHASIZES BASIC MATHEMATICS IN THE BUSINESS WORLD. STUDENTS LEARN TO USE THE ELECTRONIC CALCULATOR AND COMPUTER CALCULATOR TO SOLVE PROBLEMS IN AREAS SUCH AS TRADE AND CASH DISCOUNTS, MARKUP AND MARKDOWN, INTEREST, CONSUMER CREDIT, AND OTHERS. STUDENTS ARE ALSO TRAINED IN PERSONAL FINANCE, INCLUDING TOPICS ON BANKING, MORTGAGES, AND CREDIT.

- BSTT 1170-10 OFFICE PROCEDURES**  
A STUDY OF BASIC OFFICE PRACTICES AND PROCEDURES IN CURRENT OFFICE SETTINGS WITH EMPHASIS GIVEN TO THE COMPUTERIZED OFFICE. AREAS OF STUDY INCLUDE PROBLEM SOLVING, OFFICE AUTOMATION, OFFICE PRODUCTIVITY, CUSTOMER SERVICE SKILLS, AND WORK ETHICS. ALSO INCLUDES THE PRINCIPLES AND PRACTICES OF EFFECTIVE RECORDS MANAGEMENT (ARMA RULES) INCLUDING CREATION, CLASSIFICATION, STORAGE, RETRIEVAL, RETENTION, MAINTENANCE, AND DISPOSAL.
- BSTT 1200-10 BUSINESS COMMUNICATIONS**  
A COURSE DESIGNED TO DEVELOP PRINCIPLES OF BUSINESS COMMUNICATION THROUGH THE USE OF BUSINESS LETTERS, MEMORANDUMS AND WRITTEN AND ORAL REPORTS. INTRODUCES THE STUDENT TO THE BASIC PRINCIPLES OF PROOFREADING WITH WRITING EMPHASIS IN PARAGRAPH DEVELOPMENT. SKILLS IN GRAMMAR, PUNCTUATION, CAPITALIZATION, WORD USAGE, AND VOCABULARY ARE EMPHASIZED TO PRODUCE THE MOST EFFECTIVE WRITTEN AND ORAL COMMUNICATION SKILLS.
- BSTT 1210-10 INTERMEDIATE DOCUMENT PROCESSING**  
A COURSE TO DEVELOP SKILLS IN USING A MICROCOMPUTER WITH WORD PROCESSING CAPABILITIES TO CREATE VARIOUS TYPES OF STANDARD BUSINESS DOCUMENTS. STUDENTS MASTER BASIC WORD PROCESSING TECHNIQUES THROUGH REVIEW AND THEN MOVE ON TO LEARN THE ADVANCED FEATURES OF THE SOFTWARE PROGRAM. THE STUDENT WILL DEVELOP THE ABILITY TO APPLY LOGIC TO VARIOUS BUSINESS APPLICATIONS.
- BSTT 1220-10 SPREADSHEET APPLICATIONS**  
THIS COURSE FOCUSES ON PROBLEM SOLVING TECHNIQUES USING SPREADSHEET SOFTWARE. STUDENTS LEARN TO PRODUCE PROFESSIONAL LOOKING SPREADSHEETS AND CHARTS, IMPORT AND EXPORT DATA, AND SOLVE A VARIETY OF BUSINESS PROBLEMS.
- BSTT 1230-10 DATABASE APPLICATIONS**  
THE COURSE FOCUSES ON INTRODUCTION TO PROBLEM SOLVING TECHNIQUES USING DATABASE SOFTWARE. STUDENTS WILL CREATE TABLES, FORMS, QUERIES, AND REPORTS TO COLLECT AND MANAGE DATA. STUDENTS WILL LEARN TO INTEGRATE THE DATABASE PROGRAM WITH OTHER APPLICATIONS TO SOLVE PROBLEMS AND PRODUCE PROFESSIONAL RESULTS.
- BSTT 1240-10 PRESENTATION SOFTWARE APPLICATIONS**  
A COURSE DESIGNED TO TEACH STUDENTS HOW TO EFFECTIVELY USE PRESENTATION SOFTWARE TO PRESENT COMPLICATED INFORMATION IN A VISUALLY PLEASING MANNER. STUDENTS LEARN HOW TO BUILD, EDIT, FORMAT, AND ANIMATE PROFESSIONAL SLIDE SHOWS TO ENHANCE SPEECHES AND PRESENTATIONS.

<b>BSTT</b>	<b>1250-10</b>	<b>EMPLOYABILITY SKILLS</b> A COURSE DESIGNED TO PREPARE THE STUDENT FOR THE WORKFORCE. STUDENTS ARE EXPOSED TO A THOROUGH STUDY OF BUSINESS ETHICS, BUSINESS ETIQUETTE, AND CO-WORKER/SUPERVISOR RELATIONS. STUDENTS ALSO RECEIVE TRAINING IN RESUME WRITING SKILLS, JOB HUNTING SKILLS, AND INTERVIEWING SKILLS.
<b>BSTT</b>	<b>1300-10</b>	<b>ACCOUNTING</b> AN INTRODUCTION TO BASIC TERMINOLOGY AND PRINCIPLES OF ACCOUNTING. EMPHASIS IS GIVEN TO PROCEDURES IN ACCUMULATING DATA FROM DAILY BUSINESS OPERATIONS AND USING THAT DATA TO PREPARE FINANCIAL STATEMENTS AND MAKE DECISIONS.
<b>BSTT</b>	<b>1305-10</b>	<b>PAYROLL</b> THIS COURSE IS DESIGNED TO INTRODUCE STUDENTS TO THE DUTIES OF A PAYROLL CLERK. STUDENTS LEARN TO CALCULATE AND PROCESS DATA NECESSARY TO COMPLETE THE PAYROLL PROCESS, INCLUDING PAYMENT OF PAYROLL LIABILITIES.
<b>BSTT</b>	<b>1310-10</b>	<b>COMPUTERIZED ACCOUNTING</b> STUDENTS ARE TAUGHT TO COMPLETE THE ACCOUNTING PROCESS USING AUTOMATED ACCOUNTING SOFTWARE. AMONG OTHER THINGS, ENTER DATA, EDIT DATA, PULL REPORTS, AND PROCESS PAYROLL USING THE AUTOMATED SOFTWARE.
<b>BSTT</b>	<b>1315-10</b>	<b>ADVANCED TELECOMMUNICATIONS</b> THIS COURSE IS DESIGNED TO BE THE CAPSTONE OF AN INTENSIVE CUSTOMER SERVICE SPECIALIST TRAINING PROGRAM. STUDENTS BUILD ON INTRODUCTORY TELEPHONE SKILLS AND LEARN TO USE TELEPHONE COMMUNICATIONS TO PROVIDE THE MOST EFFECTIVE CUSTOMER SERVICE POSSIBLE.
<b>BSTT</b>	<b>1320-10</b>	<b>CUSTOMER SERVICE RELATIONS MANAGEMENT &amp; ETHICS</b> THIS COURSE IS DESIGNED TO TEACH THE STUDENT HOW TO BUILD GOOD RELATIONSHIPS WITH THE CUSTOMER AND MAINTAIN THESE RELATIONSHIPS THROUGH THE APPROPRIATE CHOICE RESPONSES. THE STUDENT IS ALSO GUIDED IN HOW TO MAKE THE CORRECT CHOICE WHEN FACED WITH ETHICAL DILEMMAS.
<b>BSTT</b>	<b>1325-10</b>	<b>PUBLIC COMMUNICATION</b> THIS COURSE IS DESIGNED TO TEACH THE STUDENT EFFECTIVE COMMUNICATION USING FACE-TO-FACE AND WRITTEN COMMUNICATION METHODS.
<b>BSTT</b>	<b>1330-10</b>	<b>COLLECTIONS MANAGEMENT</b> THIS COURSE IS DESIGNED TO TEACH THE STUDENT THE SKILLS NEEDED TO COMPLETE THE COLLECTION PROCESS FROM LOCATING THE DEBTOR TO CLOSING THE FILE. IT ALSO EXPLAINS THE LIMITATIONS PUT ON COLLECTION AGENTS BY THE FAIR DEBT COLLECTION PRACTICES ACT.

- BSTT 1335-10 CUSTOMER SERVICE TECHNOLOGY TRENDS**  
THIS COURSE IS DESIGNED TO TEACH THE STUDENT THE LATEST TECHNOLOGY TRENDS THAT CAN BE UTILIZED TO DELIVER CUSTOMER SERVICE. THIS COURSE WILL BE CONTINUALLY UPDATED WITH THE CURRENT TRENDS AND TECHNOLOGICAL DEVICES BEING USED. .
- BSTT 1350-10 MEDICAL TERMINOLOGY**  
AN INTRODUCTION TO MEDICAL AND SCIENTIFIC VOCABULARY BUILDING AND RECOGNITION WITH AN UNDERSTANDING OF COMPLEX MEDICAL TERMS.
- BSTT 1355-10 MEDICAL ETHICS**  
STUDENTS LEARN THE GUIDELINES AND REGULATIONS NECESSARY TO GUARD PATIENT CONFIDENTIALITY AND TO MEET HIPAA COMPLIANCE. THEY ARE INSTRUCTED ON OFFICE PROCEDURES THAT WILL HELP ENSURE THAT THEY DO NOT VIOLATE THE HIPAA GUIDELINES.
- BSTT 1360-10 MEDICAL OFFICE PROCEDURES**  
THE STUDY OF MEDICAL ADMINISTRATIVE RESPONSIBILITIES: KEEPING PATIENT RECORDS, MAINTAINING AND MANAGING PATIENT INTAKE, MANAGING AND TRACKING PATIENT RECORDS, FINANCIAL RESPONSIBILITIES, AND PATIENT SCHEDULING.
- BSTT 1365-10 MEDICAL TRANSCRIPTION**  
A COURSE DESIGNED TO DEVELOP SKILL IN THE USE OF TRANSCRIPTION EQUIPMENT TO PRODUCE MEDICAL DOCUMENTS. EMPHASIS IS PLACED ON TERMINOLOGY, PUNCTUATION, SPELLING, PROOFREADING, AND GRAMMAR.
- BSTT 1370-10 INTRO TO MEDICAL INSURANCE**  
THIS COURSE IS DESIGNED TO PRESENT A BASIC UNDERSTANDING OF FILING AND MANAGING CLAIMS FOR SUBMISSION TO A VARIETY OF INSURANCE COMPANIES.
- BSTT 1375-10 INTRO TO MEDICAL CODING**  
THE STUDY OF ASSIGNING PROCEDURE AND DIAGNOSIS CODES TO PATIENT SERVICES FOR THE PURPOSE OF INSURANCE BILLING AND MEDICAL RECORDS. STUDY OF INTRODUCTORY CODING.
- BSTT 1380-10 ELECTRONIC HEALTH RECORDS**  
THIS COURSE IS DESIGNED TO TEACH STUDENTS TO MANAGE PATIENT RECORDS AND BILLING IN AUTOMATED SYSTEMS. STUDENTS WILL BE EXPOSED TO THE PROCEDURES OF AN AUTOMATED MEDICAL OFFICE.